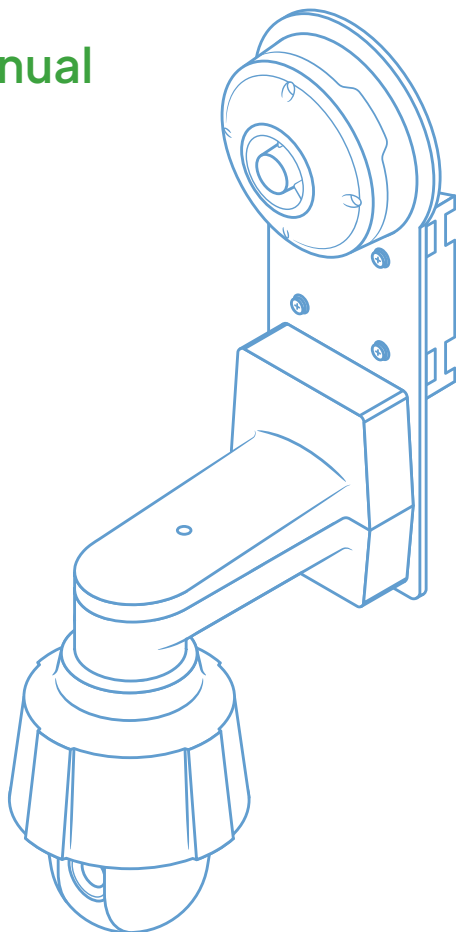
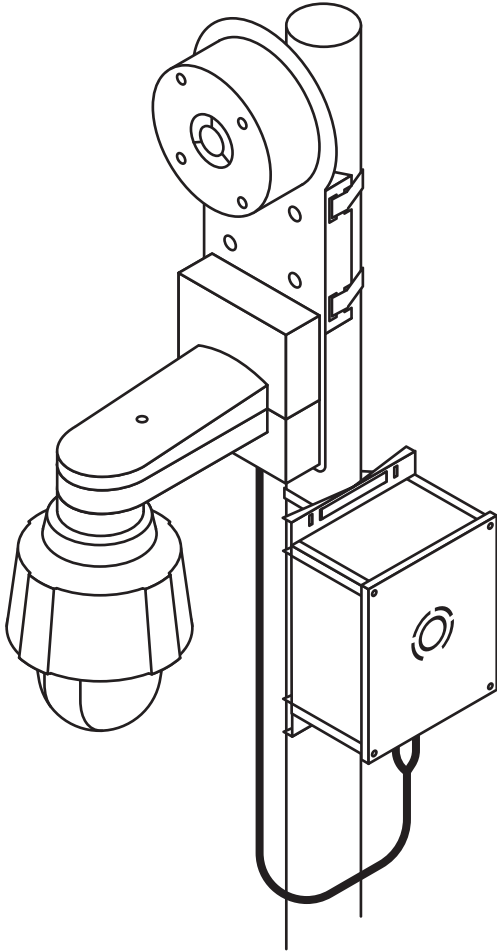


TrueDeter PTZ

Installation Manual



Assembled Unit



Unlimited Support

If you have any questions or issues with your TrueLook system, please don't hesitate to contact our Customer Support team.

Phone 833-878-3566 (Option 2)

Email support@truelook.com

You can also submit a support request online at:

support.truelook.com/contact-support

Online Resources

Visit truelook.com/install to access:

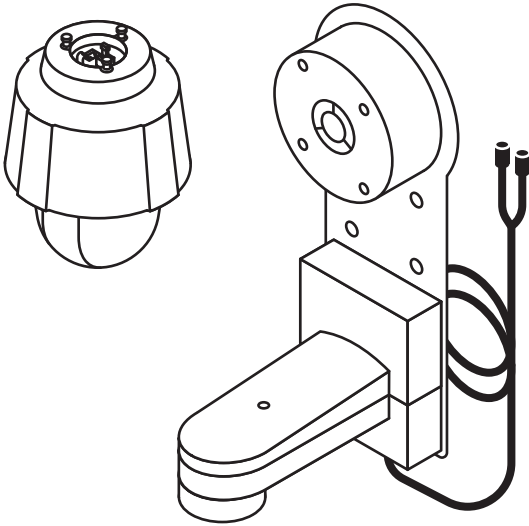
- ✔ A guide to administrative settings and time-lapse setup
- ✔ Video demonstrations of installation procedures
- ✔ And more!

For Terms & Conditions, as well as Warranty information, visit: truelook.com/terms-conditions.

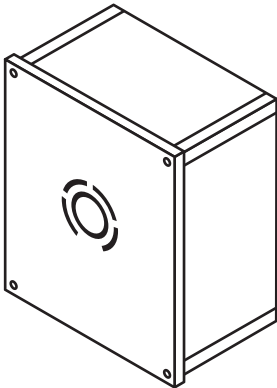
Hardware Packing List

Camera System [1x]

Purchased models come pre-assembled.



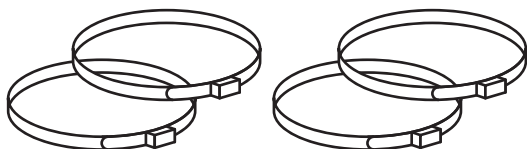
Control Box [1x]



Getting Started

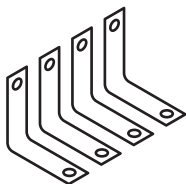
Pole Mounting Hardware

Steel Straps [4x]



Wall Mounting Hardware

L Brackets [4x]



Screws [4x]



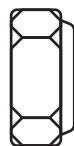
Flat Washers [4x]



Lock Washers [4x]



Nuts [4x]

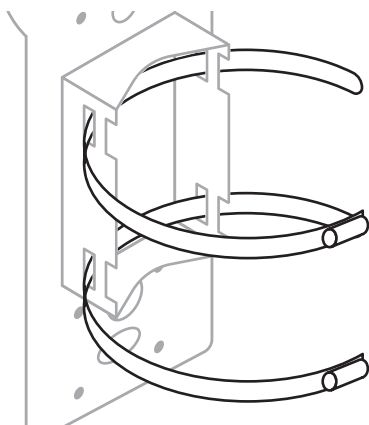


Warning: This equipment contains flashing lights, which may induce epileptic seizures in at-risk individuals.

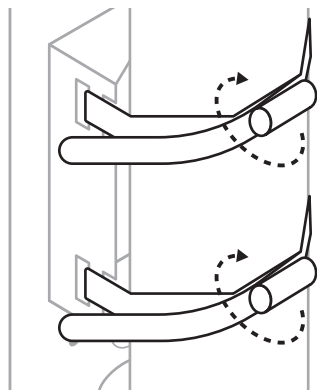
Pole Mounting

Camera System

Step 1 Thread steel straps through top and bottom of pole mount on back of plate.

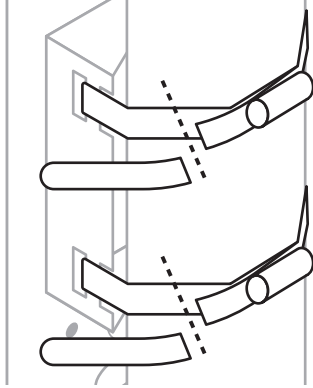


Step 2 Tighten each strap around pole using drill with 5/16 hex head driver bit (not included).

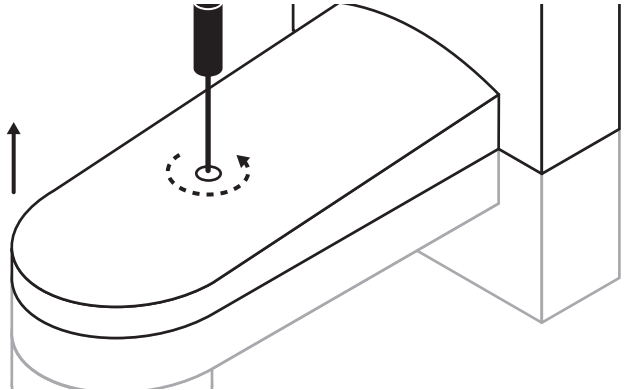


Installation

Step 3 Trim steel straps to desired length using tin snips (not included).

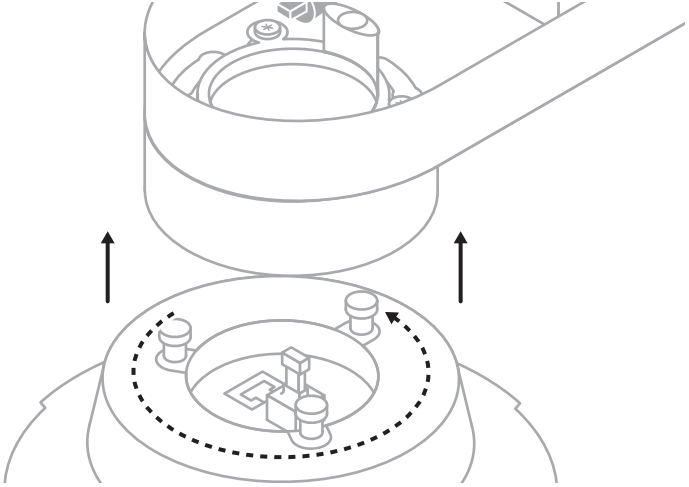


Step 4 Remove pendant mount top by using T30 Torx screwdriver (not included) to loosen screw.

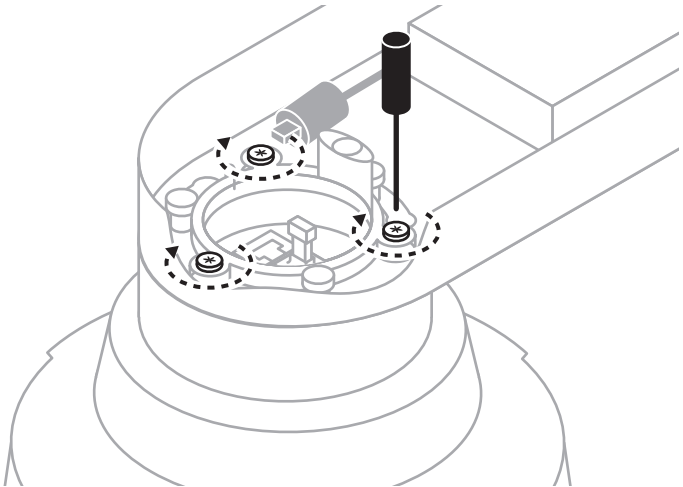


Installation

Step 5 Push camera up into pendant housing and rotate a quarter turn until it snaps into place, aligning with screw holes.

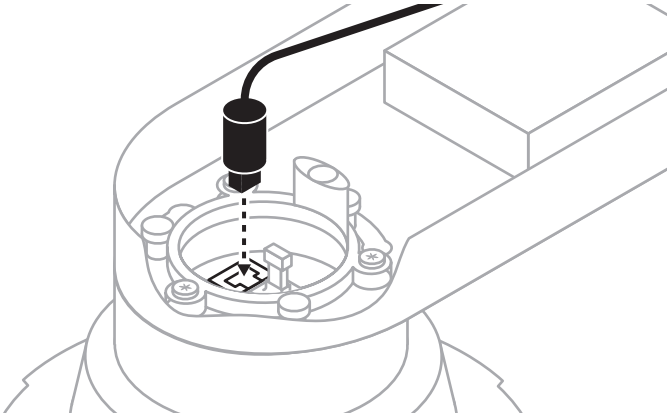


Step 6 Secure camera to pendant housing by tightening screws using T30 Torx screwdriver.

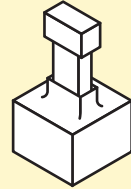


Installation

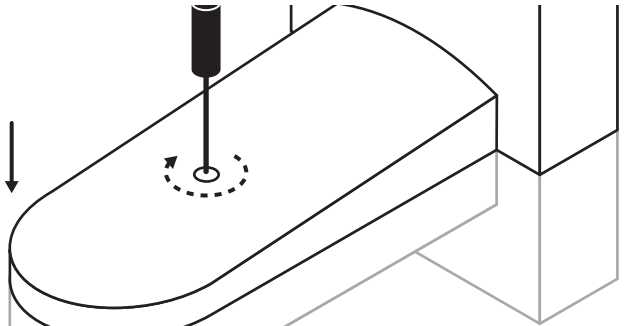
Step 7 Plug connector coming from camera mount into top of camera. Connector should snap firmly into place.



Warning: Removal of black fiber port cap can lead to water damage. Replace cap if it has been removed. It should snap firmly in place.

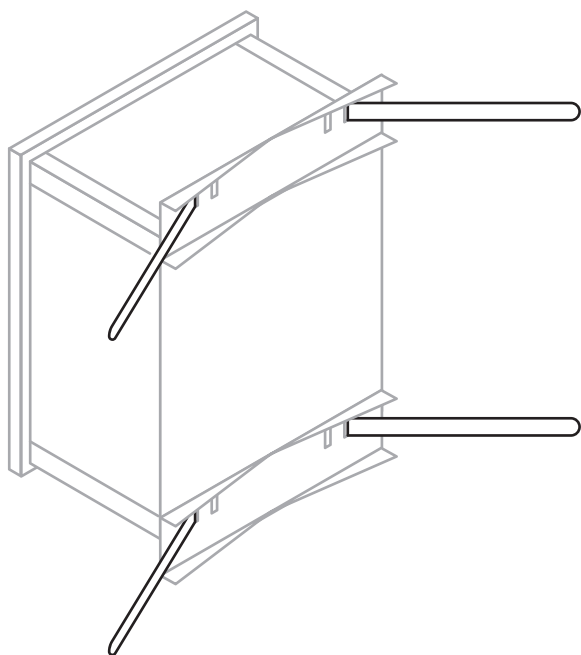


Step 8 Secure pendant mount top by placing it back on and tightening screw.

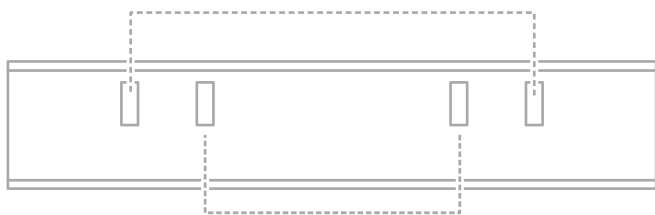


Control Box

Step 1 Thread steel straps through pole mounting hardware on top and bottom of control box.



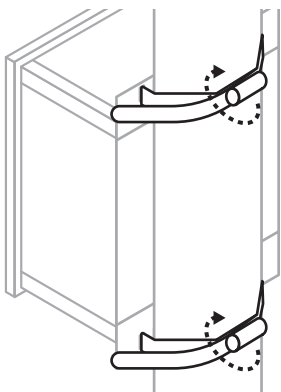
For large diameter poles



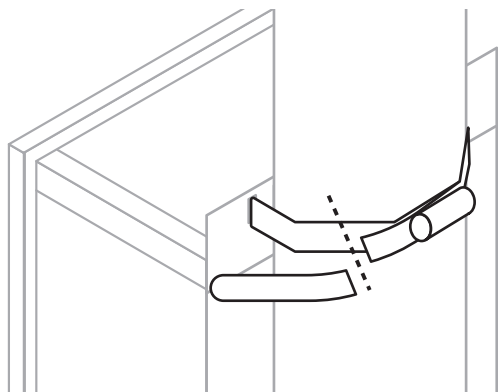
For small diameter poles

Installation

Step 2 Tighten each strap around pole using drill with 5/16 hex head driver bit.



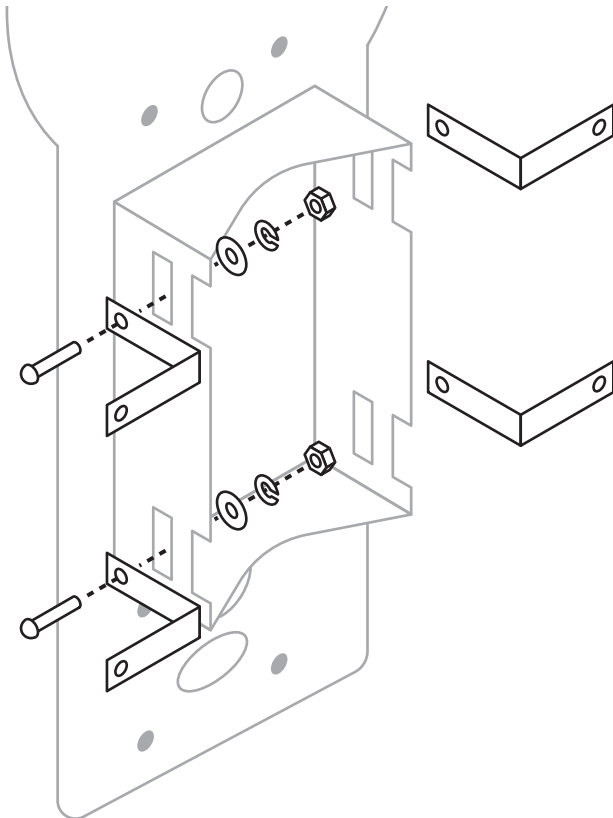
Step 3 Trim steel straps to desired length using tin snips.



Wall Mounting

Camera System

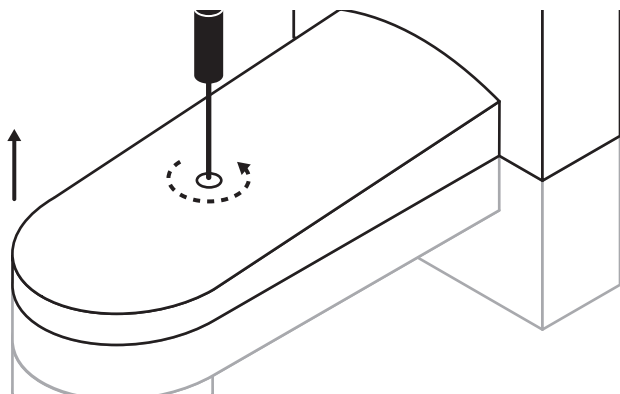
Step 1 Attach wall mounting hardware to sides of pole mount with screw, washer, lock washer, and nut, using drill with Phillips #2 bit (not included) on screws and pliers (not included) to hold nuts tight.



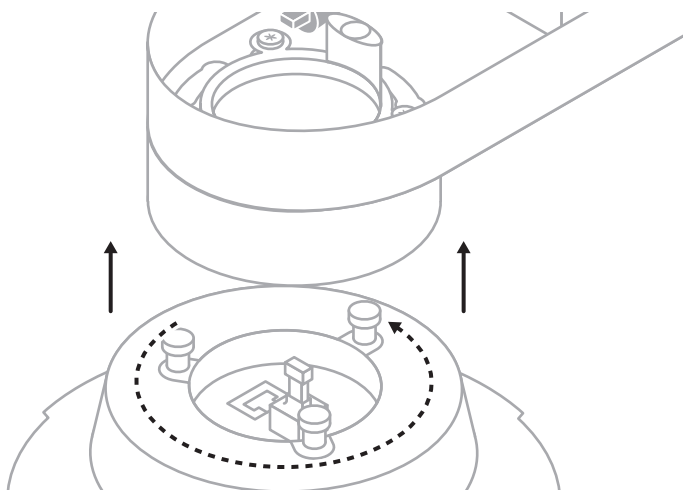
Installation

Step 2 Using hardware appropriate for your mounting surface, attach system to wall.

Step 3 Remove pendant mount top by using T30 Torx screwdriver (not included) to loosen screw.

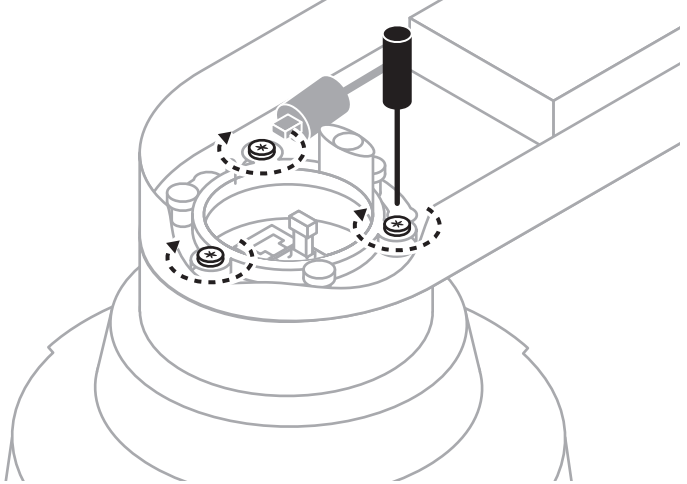


Step 4 Push camera up into pendant housing and rotate a quarter turn until it snaps into place, aligning with screw holes..

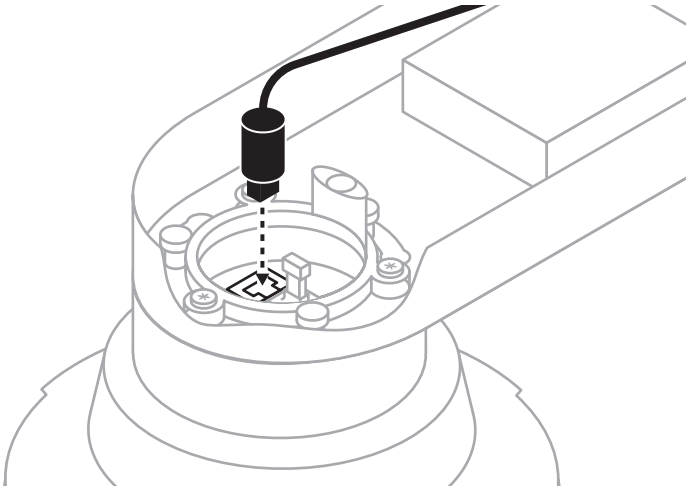


Installation

Step 5 Secure camera to pendant housing by tightening screws using T30 Torx screwdriver. .

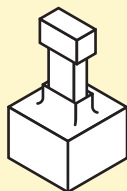


Step 6 Plug connector coming from camera mount into top of camera. Connector should snap firmly into place.

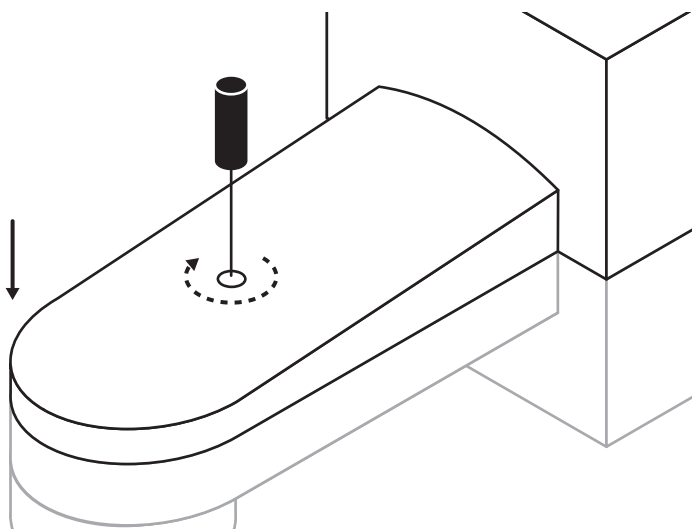


Installation

Warning: Removal of black fiber port cap can lead to water damage. Replace cap if it has been removed. It should snap firmly in place.

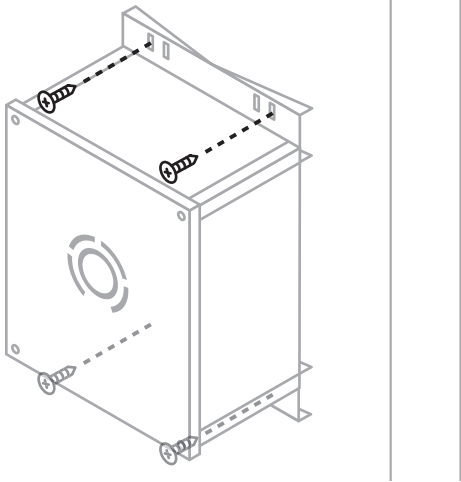


Step 7 Secure pendant mount top by placing it back on and tightening screw.



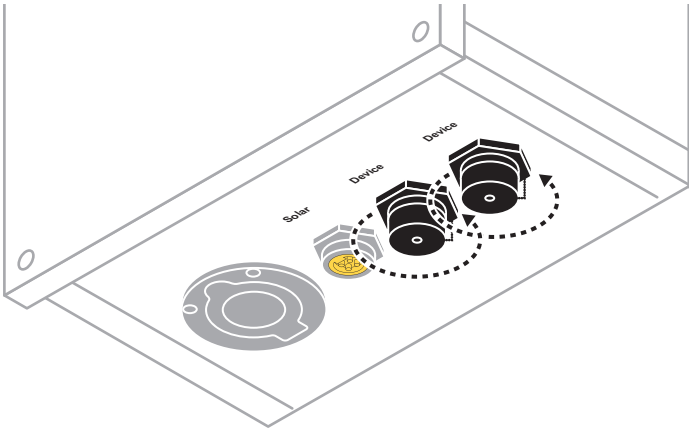
Control Box

Step 1 Using hardware appropriate for your mounting surface, secure control box to wall.

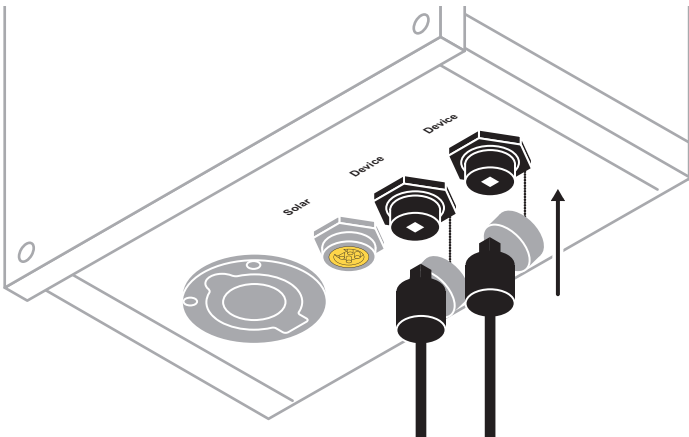


Connecting

Step 1 Twist protective caps off both device inputs on bottom of control box. Caps should hang freely.

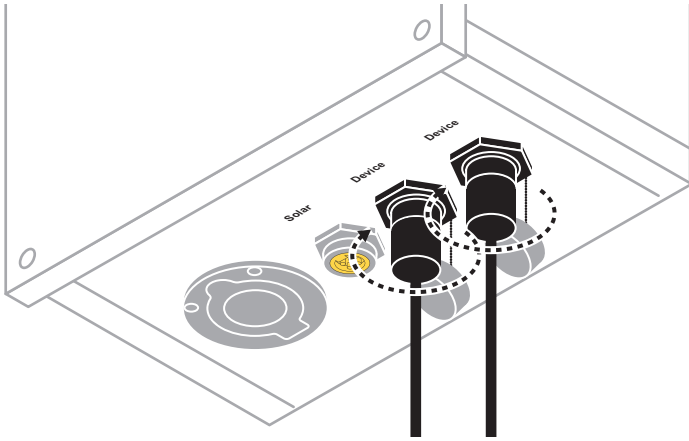


Step 2 Plug connectors coming from camera into inputs. Connectors should snap firmly into place.



Installation

Step 3 Hand tighten protective caps on camera connectors up into bottom of control box. This will create a watertight seal.



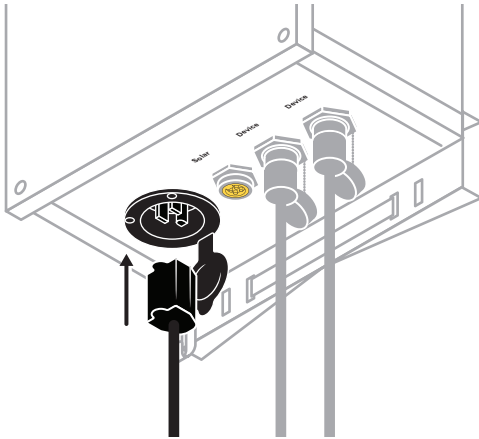
Warning: Do not use tools to tighten caps. Caps should be snug, but will not be flush against control box.

Step 4 Remove protective covering from camera.

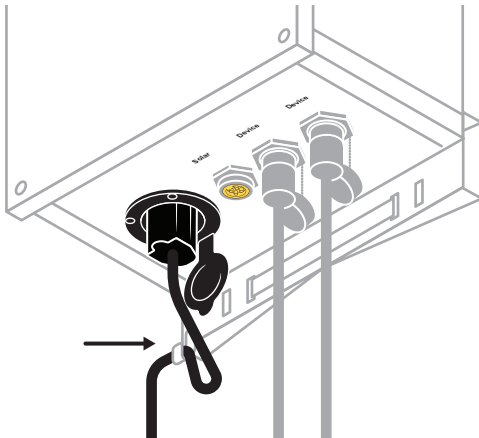
Powering

110V Power

Step 1 Plug cable end into 110V input on bottom of control box.

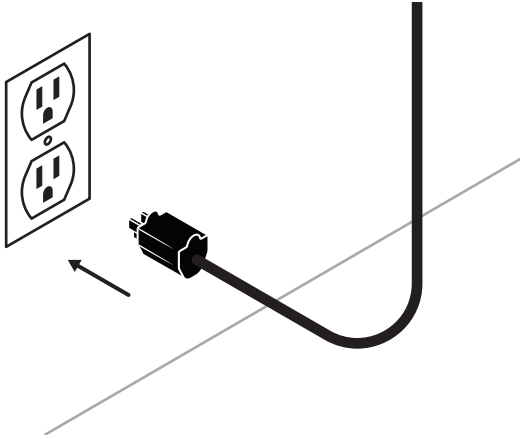


Step 2 Loop cable onto j-hook to create a drip loop.



Installation

Step 3 Plug other side of cable into a 110V power outlet.



Solar Power

Proceed to your solar system manual for further instructions.

Verifying Camera Operation

After providing your TrueLook Camera with power, wait **10 minutes** for it to come online.

If you don't see the camera in the TrueLook Platform, contact Customer Support for assistance.

Maintenance Tips

- ✔ Clean camera lens as needed using a microfiber cloth.
- ✔ Mounting hardware may loosen over time due to construction machinery causing vibrations. Be sure to regularly check that all hardware has remained tight.

Troubleshooting

If something seems wrong with the system, it may be necessary to troubleshoot.

Camera Not Operating Properly

1. Check that the camera cable connectors are securely fastened into the control box.
2. Check that the power source is supplying power.

If your system is still not functioning properly, please contact Customer Support for further assistance.

Support Review

Once you're done with installation, snap a few pictures and email them to support@truelook.com. If our Customer Support team notices anything they can help with, they'll reach out. This will also help with a quick review of your setup if you run into future issues.

The Email

For the most efficient response from our team, include the following in your email:

1. Company name
2. Project name
3. Contact person for installation issues
4. The following photographs:
 - A. Your whole TrueLook solution: the camera, what it's mounted to, and any accessories
 - B. Close-ups of mounting
 - C. Close-ups of connections